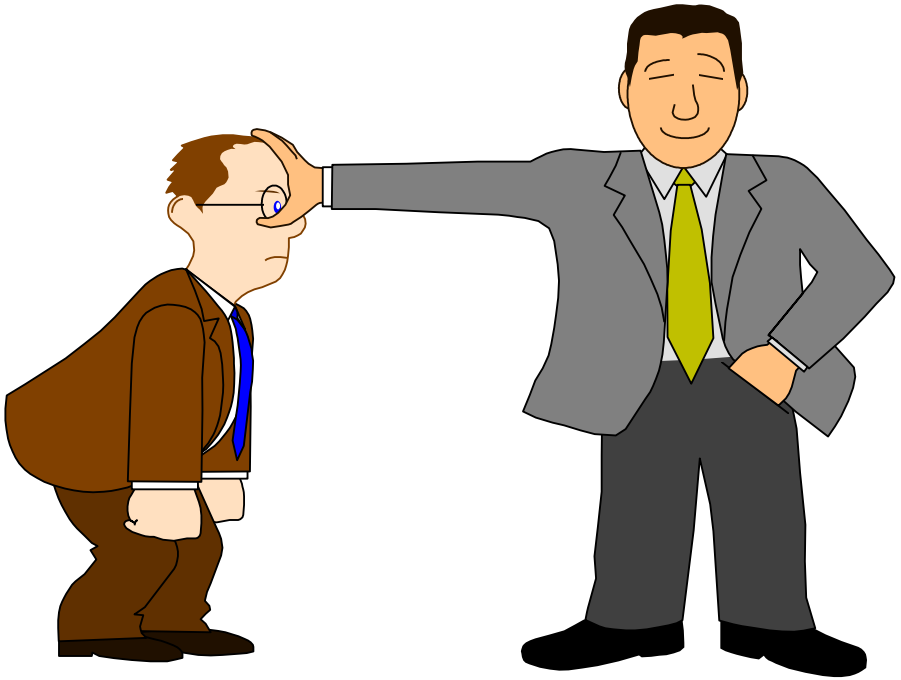
CONFLICT MANAGEMENT



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Overview

- Nature
- Levels
- Sources
- Negative connotations
- Negative factors
- Positive factors
- Strategies for managing

Nature of Conflict

- Conflict is inevitable
- Different viewpoints, ideas, and opinions.
- Lack of internal harmony

Levels of Conflict

- **Intra-personal Conflict**
- **Inter-personal Conflict**
- **Intra-group Conflict**

Sources of Conflict

- Different values and beliefs
- Role pressure
- Perception differences
- Diverse goals or objectives
- Group status or identity
- Race, ethnicity, or gender differences

Sources of Conflict

- Personality clash
- Competition for limited resources
- Disagreements on how things should be done
- Personal, self, or group interest
- Tension and stress
- Power and influence

Negative Connotations

- Getting angry is a waste of time
- They won't understand me
- I'm afraid of the consequences
- Confrontation is unprofessional
- They will only counter my argument

Negative Factors of Conflict

- Diverts attention from important issues
- May damage morale
- May cause polarization
- Reinforces differences in values
- Produces regrettable behaviors

Positive Factors of Conflict

- Stimulates interest
- Forum for discussions
- Increases cohesiveness
- Promotes change
- Provide means to work together

Strategies for Managing Conflict

- **Ineffective strategies:**
  - **Denial / Avoidance**
  - **Suppression**
  - **Power or Dominance**

Strategies for Managing Conflict

- **Effective strategies:**
  - **Third party intervention**
  - **Compromise or negotiation**
  - **Integration or collaboration**

Summary

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- Positive factors
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